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September 22, 2005

SENT BY ECFS

Marlene H. Dortch, Commission Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW,
Washington DC 20554

Re: WC Docket No. 04-36
WC Docket No. 05-196

Dear Commissioner Dortch:

Following is an update on the actions taken by Optivon, Inc, to comply with the FCC VoIP E911 Order.

As requested we have:

1. Sent a letter to all our customers with the warning stickers. The letter advised customers to place the sticker in the handset of the phone. The stickers indicated that E911 service was not available from their phone. Letter with the warning stickers was sent either by certified mail or with a messenger. We have acknowledgment from 86% of the customers that we sent the letter. Of those that have not replied, 3 customers are currently either disconnected or cancelled. Therefore, we just have a 10% or 7 customers pending acknowledgment.
2. Received affirmative acknowledgment from 89% of our customers. Our July 29, 2005 letter re-confirmed to customers that services provided by Optivon did not support E911 access to emergency services.

	Number of Customers	% of Customers
Affirmative Acknowledgment Received	62	89%
Cancelled Customers	2	3%
Customers Pending Acknowledgment	6	8%
Total Customers that received E911 letter	70	100%

We estimate that 4 customers out of the 6 pending will not provide the acknowledgment.

3. Although the system allows for outbound dialing, all the customers that have not sent the Acknowledgment in fact do not use our service to generate calls (only used for inbound contact center/service dispatch calls). However, in order to fully comply with the FCC order, we will proceed with a “soft” disconnect in September 28, 2005. Until September 27, 2008 we will continue our efforts to obtain the Affirmative Acknowledgment.
4. Our plans for a “soft” disconnect considers that all non 911 calls will be routed to our customer service agents where they will be informed of the FCC requirements. All 911 calls will be routed to the Public Safety Answering Point (PSAP).

If you have any question you can contact me at 787-625-2720 or send me an email at rmorales@optivon.com

Regards,

Rafael Morales

Rafael Morales
Vicepresident

xc. Luis Romero Font, President